MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2018/2019

BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT

(All sections / Groups)

18 OCTOBER 2018
2.30 PM – 4.30 PM
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **2** pages (excluding cover page) with **4** Questions only.

2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the **Answer Booklet** provided.

QUESTION 1

a) Based on the development history of the development of enterprise resource planning systems, discuss **FOUR (4)** systems that supported the establishment of the ERP systems.

(16 marks)

b) SAP ERP distinguishes between *task, job, position,* and *person*:

- Person – a unique individual who holds a position and who performs tasks
- Task – assigned responsibilities related to a specific job or position
- Job – general classifications of tasks that are routinely performed together
- Position – an individual employee assignment within the organization.

Assumed that your job application has been successful (you may select any job of your choice). Based on the job application, write down the descriptions for the *task, job, position,* and *person* as reflected in the ERP SAP.

(9 marks)

[Total: 25 marks]

QUESTION 2

a) The government of Wakanda is currently facing the problem of internal frauds, which are often committed by its own government employees. You have been hired as ERP consultant to help minimize frauds. Discuss how ERP approaches based on *archiving, tolerance, financial transparency,* and *user authorizations* can deter employees from committing frauds.

(16 marks)

b) What is *Business Intelligence*? State **THREE (3)** examples of sources that provide data for business intelligence.

(9 marks)

[Total: 25 marks]

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QUESTION 3

As a production planner, you are responsible for the planning of manufacturing plans and raw material acquisitions for your company. Your company produces two types of ketchups: BBQ and Mustard. Your company produces 200 bottles of ketchups per day.

a) The table below illustrates the **sales and operations planning** for the months of January to June 2019. Calculate and write down the values for A, B, C, D, and E.

(15 marks)

SOP		JAN	FEB	MAR	APR	MAY	JUN
SALES FORECAST		5000	4500	4675	4285	4499	4374
PRODUCTION PLAN		4000	3000	4800	4800	4600	4500
INVENTORY	5000						
WORKING DAYS		25	20	25	26	24	23
CAPACITY							
UTILIZATION (%)							
PRODUCTION BBQ (50%)							
PRODUCTION MUSTARD (50%)							

b) Based on the outputs of the **sales and operations planning** table, you noticed that there is an error in the plan. Describe the error and propose **TWO (2)** possible solutions to rectify it.

(5 marks)

c) Assumed that you have just received a request from the sales and marketing department to increase the overall total production for the period of January to June 2019. Based on the outputs of the **sales and operations planning**, which month would be the most suitable to increase the production. Justify your answer.

(5 marks)

[Total: 25 marks]

QUESTION 4

a) The company of AliMama have been implementing ERP system for two years now. Since the implementation of the ERP system, the company has been suffering from business losses and problems. Jackie Ma, the CEO of the company blames these issues on computer and technical malfunctions. As an ERP consultant, write a memo describing how these issues are often caused by people problems and misguided expectations, rather than computer issues.

(20 marks)

b) Discuss the function of Available-to-Promise (ATP) check in the inventory sourcing of ERP SAP systems.

(5 marks)

[Total: 25 marks]
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